

The Year 2000 Post

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Customs Prepares to **SQUASH** the Millennium Bug

Status of the Customs Year 2000 (Y2K) Program

Despite the enormous challenges that have been posed to Customs by the Y2K problem, the Year 2000 program has dedicated the necessary time and resources to identify problem areas, develop solutions, implement corrective actions and validate testing results. Consequently, it is safe to say that Customs key business processes should function properly and without interruption into the Year 2000 and beyond.

Listed below are the program's major accomplishments:

Software Assessment, Renovation, Validation, and Implementation (100 % Completed)

This was the major activity of the Program for the first year and included the following steps:

- A tool was used to identify and assess lines of code to be renovated
- 22 million lines of mainframe mission critical program code were renovated, validated and placed back into production
- 3 million additional lines of code, maintained in compliant built systems, were reviewed to ensure they were Year 2000 compliant
- Customs also used a tool as part of the Independent Verification & Validation (IV&V) program to identify potential date errors in the renovated code

Personal Computers (PCs) (100 % Completed)

Nearly 20,000 personal computers were inspected for Year 2000 compliance. Of this total:

- Over 5,500 PCs had to be replaced
- Over 166 imagery workstations had to be renovated
- 961 sites had BIOS upgrades completed
- 753 laptops were replaced and, over 1,500 PCs were redeployed or renovated

Independent Verification and Validation (IV&V)

IV&V has been conducted by Customs to ensure Customs mission critical systems (which includes software, hardware, and/or firmware) are Year 2000 compliant. During the course of IV&V, identified risks are brought to the attention of senior management so the risk can be either mitigated or accepted before the Year 2000. IV&V has been completed in two phases as follows:



Phase I (100 % Completed)

- Phase I was the development of the plan and schedule, conducting interviews, examining evidence and identifying risks

Phase II (100% Completed)

- Phase II consisted of the tracking and final disposition of all risks

End-To-End Testing

End-To-End testing verifies that computer systems that share electronic information between business areas operate as intended after the Year 2000. Testing is to be completed in the following three phases:

Phase I (100% Completed)

- Phase I involved testing with limited partners and contributed to the development of a testing environment

Phase II (100% Completed)

- Testing in Phase II was advertised and open to all business partners. System testing was completed with software vendors and brokers representing 74% of the trade community that process data through the Automated Broker Interface. External electronic interfaces were also tested with various government agencies, commercial organizations, and foreign and State governments.

Phase III (To be completed March 2000)

- Phase III, which is currently underway, allows those business partners not prepared to participate during Phase II, to test the Year 2000 compliance of their systems with Customs. Intentions are to continue with Phase III until as many partners as possible have had an opportunity to test and validate their systems

Business Contingency Planning (100% Complete)

Customs has developed continuity of operation plans for its major business processes. Such contingencies would be invoked in the event of Year 2000 failures and are being incorporated into agency-wide plans which will include Year 2000 and other potential causes of system nonfunctionality. Core business and key support continuity plans were developed for the following business processes:

- Trade Programs
- Passenger Processing
- Enforcement
- Outbound
- Finance
- Human Resources

Each local field office has developed plans detailing the contingencies and how, when, and why they are to be implemented.

Customs Year 2000 Software Moratorium



As you are aware, the upcoming century change has the potential to cause serious failure to critical government functions and services. Although enormous effort has been devoted to ensure Year 2000 compliance and continuation of the Customs mission, **it is** possible for some disruption to occur.

In an attempt to avert any potential Year 2000 problems within Customs Information Technology (IT) systems, we have created a stable, predictable environment that should enable any system faults to be readily located and corrected. As the new year draws nearer, the stability of our systems becomes even more crucial. For this reason, it seems prudent to not introduce any elective software changes that may weaken this environment and complicate our ability to respond to problems. Accordingly, in an effort to minimize any associated risk to our IT systems, Customs intends to implement a Software Moratorium.

In a memorandum issued by the Office of Management and Budget (OMB) on May 14, 1999, it was stated that, "New IT requirements can introduce Year 2000 risks into systems that have been certified as Year 2000 compliant." Further, the memorandum instructs bureaus to "... establish a process to assure that the effect on Year 2000 readiness is considered prior to establishing new requirements or changes to IT systems."

In keeping with the guidance provided by OMB, the Office of Information and Technology (OIT) has postponed implementation of new computer systems software and enhancements during the period of October 1, 1999, through March 31, 2000.

During this timeframe, however, OIT will continue with the development and testing of approved software enhancements. After March 2000, these software changes will be expeditiously implemented.

The Software Moratorium applies to all software, including operating system software and application software. Notable exceptions to this moratorium are those which would occur due to legislation, unforeseen Year 2000 compliance problems, emergency changes to correct serious operational problems, and others as authorized by the Assistant Commissioner, OIT.

The Assistant Commissioner, OIT, has approved certain application software projects currently in development for an exception to the moratorium. A listing of those projects for which a waiver has been granted can be obtained from the OIT.



Organizations having requirements for which they believe a waiver from the moratorium is justified may request an exception. Requests for exception should be submitted in accordance with Assistant Commissioner, OIT, memorandum dated August 16, 1999, Subject: Customs Year 2000 Software Moratorium. The memorandum, which has been distributed throughout Customs, furnished detailed instructions for the submission of exception requests. The memorandum also provides a form to be used when requesting exceptions, a list of software projects currently in development for which a waiver has been granted, and a listing of each organization's Business Information Technology Representative (BITR). For further information or to request a copy of the above referenced memorandum, please contact the Year 2000 Program Office, (703) 921- 7570.

Given the complexity and the mission critical nature of our IT systems, we must ensure that they are not placed at unnecessary risk. Your support is essential to help us minimize the possibility of introducing new errors and to ensure that business critical applications are fully tested and functional before the Year 2000.



Have Questions About U.S. Customs?

Check out the web site!

<http://www.customs.treas.gov>

Have Questions About the Y2K Program?

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<http://www.customs.treas.gov/about/about.htm>

